



December 17, 2001

Verizon Communications
1300 I Street NW, Suite 400W
Washington, DC 20005

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

RE: Application by Verizon-New England Inc. for Authorization To Provide In-Region,
InterLATA Services in State of Rhode Island, Docket No. 01-324

Dear Ms. Salas:

On Friday, December 14th, C. Odom, K. McLean, L. Owsley and J. Smith of Verizon met with J. Veach, G. Lipscomb, C. Newcomb, E. Yockus, G. Cohen, B. Childers, C. Canteen, B. Dever and J. Saulnier of the CCB to discuss OSS and Resold DSL issues in the above application. The attached document was handed out during the meeting. As a result staff questions that arose during the meeting, Verizon intends to separately file ex parte notices responding to questions posed by the staff on OSS, Resold DSL and Performance Metrics. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-2746.

Sincerely,

Clint E. Odom/AB

Clint E. Odom

Attachment

cc: J. Veach
J. Stanley
G. Remondino
G. Lipscomb
C. Newcomb
E. Yockus
G. Cohen
B. Childers
C. Canteen
B. Dever
J. Saulnier

Rhode Island Wholesale Billing
Federal Communications Commission
December 14, 2001



Rhode Island Claims Process



- ♦ Standard Process across the former BA footprint
 - June 25, 2001 Billing Workshop on Website
 - Claim Form & Reason Codes
 - Escalation Process and Contact list
- ♦ CLEC submits claims via e-mail or fax
 - Allows attachment of documents
- ♦ Acknowledgement returned via e-mail
 - Tracking number assigned
- ♦ Resolution
 - Credits applied to bill contain Claims Tracking number

Rhode Island Claims Process



Recent Initiatives

- ♦ Single Point of Contact for receipt and acknowledgement of claims
- ♦ Manager Level Reviews
 - Electronic notification to Service Representative to investigate
 - Daily review and tracking of pending claims by Representative & CLEC
 - Allows load balancing
- ♦ Weekly Claims Review Meetings
 - Information sharing

Rhode Island 2001 Billing Metrics



BI-1-02 - % DUF in (4) Bus Days (Standard: 95%)

RI	Jul	Aug	Sep	Oct
	98.75	99.93	99.79	99.58
MA	Jul	Aug	Sep	Oct
	99.81	99.84	99.88	99.54

BI-2-01 - Timeliness of Carrier Bill (Standard: 98%)

RI	Jul	Aug	Sep	Oct
	99.36	100	98.05	99.4
MA	Jul	Aug	Sep	Oct
	99.3	98.79	98.46	98.78

BI-3-01 - % Billing Adjustments - Dollars Adjusted (No Standard)

RI	Jul		Aug		Sep		Oct	
	Retail	Wholesale	Retail	Wholesale	Retail	Wholesale	Retail	Wholesale
	1.09	4.13	0.37	0.02	0.30	0.00	0.64	0.56
MA	Jul		Aug		Sep		Oct	
	Retail	Wholesale	Retail	Wholesale	Retail	Wholesale	Retail	Wholesale
	1.22	0.39	1.27	0.12	0.60	0.02	1.25	0.79